Short term tender for Design, development, implement, and maintaining a new web portal that streamlines the issuance of new Trade licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities for Greater Bengaluru Authority and it's five city corporations.

Greater Bengaluru Authority

[GBA]

Request for Proposal

RFP Number: **GBA/2025-26/SE0001**

A

Calendar of Events

Start date & time of Bid and Bid Validity Period (in days)	05-11-2025 onwards 90 days
Last Date & Time for Tender Queries/Clarification & date of Pre Bid Meeting, venue	10-11-2025 17:30 Hours 10-11-2025 11:30 Hours office of special commissioner (Health), GBA Head office premises, 3rd floor, Annexe-3, N.R sqaure
Last Date & Time for Receipt of Tender	13-11-2025 17:00 Hours
Date & Time for Opening of Technical Bid	14-11-2025 17:15 Hours
Adress for Communication	Office of CHO public health, GBA, ground floor , Annex-2, n R Sqaure, Bengaluru Email: choph515@gmail.com Contact:9845208571

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1 Introduction

Greater Bengaluru Authority (GBA) is the apex body responsible for coordinating and supervising the activities of the city corporations and overall development across 712 km2 of Greater Bengaluru (Bengaluru City). It was established on 15 May 2025, replacing the Bruhat Bengaluru Mahanagara Palike (BBMP). The GBA oversees the entire Greater Bengaluru Urban Agglomeration, aiming to coordinate planning, transportation, and environmental management at the metropolitan scale. The GBA has five municipal corporations, 1) Bengaluru Central City Corporation (BCCC), 2) Bengaluru North City Corporation (BNCC), 3) Bengaluru South City Corporation (BSCC), 4) Bengaluru East City Corporation (BECC), 5) Bengaluru West City Corporation (BWCC)

A trade license is a mandatory permit that is issued from five municipal corporations under GBA, the that allows a business to legally operate in Bangalore. It ensures compliance with health, safety, and regulatory standards set by the GBA and is required for most businesses under the Karnataka Municipal Corporation Act, 1976. The license can be applied for online, and must be renewed annually to avoid penalties.

Official approval: A license issued by the corporations to grant permission for businesses to operate legally within its jurisdiction.

Legal compliance: It ensures that businesses adhere to the rules and guidelines of the Karnataka Municipal Corporation Act, 1976.

Regulation and safety: It helps regulate commercial activities and ensures citizens are not exposed to health hazards from improper business practices.

Mandatory for most businesses: Any sole proprietorship, partnership firm, or company conducting a trade in Bangalore that is listed under Schedule X of the KMC Act, 1976, must obtain one.

New and existing businesses: Both new and established businesses are required to have a valid license.

Key features

Validity: The license is valid, depending on the duration chosen during application.

Renewal: It must be renewed each financial year, typically with a deadline in February to avoid penalties.

Application process: Can be applied for online, though the process may involve document verification and site inspections.

Types: Licenses can be categorized by the type of trade, such as Type A for food, Type B for businesses using machinery, and Type C for high-risk activities like fireworks.

Penalties: Penalties are levied for late renewal payments, with increasing fines for later renewal dates.

2 Scope of Work

2.1 Overall

The Greater Bengaluru Authority (GBA) seeks to modernize its Trade Licensing system by designing, developing, implementing, and maintaining a new portal that streamlines the issuance of new licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities. The existing system is to be completely redeveloped from scratch, including migration of all current trade license data to the new platform.

The proposed portal must address the needs of:

- Traders and Shop Owners, who can apply for new licenses, renew existing licenses, request modifications, and make payments online.
- Inspecting and Approving Officers, who will conduct inspections, review applications, and approve or reject licenses using a secure, role-based dashboard.
- Administrators, who will manage users and roles, configure approval workflows, update compliance rules, generate reports, and monitor overall system functioning.

This technical proposal outlines a comprehensive approach, technology stack, and integration strategy for the delivery of a user-friendly, secure, and efficient Trade License Management Portal as per the GBA's requirements.

Requirements Stakeholders & User Roles Trader

Business owners who apply for and manage trade licenses. Responsibilities include:

- Submit new license applications.
- Upload required documents
- Make payments (online or via bank challan)
- Track application status
- Receive notifications via SMS
- Download certificates and receipts

Approver

First-level reviewing officers (Inspecting Officers) who conduct inspections and approve applications. Responsibilities include:

- Review new applications
- Conduct site inspections and record observations
- Approve or reject applications within their jurisdiction

- Forward applications outside their purview to Senior Approvers
- Monitor renewal compliance and pending inspections

Senior Approver

Second-level approving authority for final review. Responsibilities include:

- Review applications forwarded by Approvers
- Provide final approval or rejection
- Conduct inspections for high-value or complex applications

Portal Admin

System administrator managing the portal. Responsibilities include:

- Manage user accounts and roles
- Configure system settings and approval workflows
- Maintain master data and compliance rules
- Monitor system performance
- Generate administrative reports
- Oversee data migration and validation

System (Portal)

The automated system that:

- Manages license data and workflows
- Sends notifications via SMS
- Integrates with external services (payment gateways, verification APIs, GIS systems)
- Generates reports and certificates
- Maintains audit trails and logs all actions
- Issues provisional licenses instantly with 90-day verification period

Phase 1 - Core Functional Requirements

Portal Admin

User Management

Add New User

- Create user accounts for Approvers and Senior Approvers
- Define user role during account creation
- Capture user details: name, email address, phone number, temporary password
- Assign unique permanent user IDs

Assign Approver Hierarchy

- Assign/modify the Senior Approver for each Approver
- Define jurisdictional boundaries (wards, zones, license types)
- Update reporting relationships as needed
- Configure approval routing and timelines

Update User Details

- Modify user information: email address, phone number
- Reset user passwords
- Deactivate/reactivate user accounts
- View user activity logs and audit trails

System Configuration

Workflow Management

- Configure approval workflows and routing rules
- Set automated reminder schedules for renewals
- Define escalation timelines for pending applications

Compliance Rules

- Update trade type-specific compliance requirements
- Maintain inspection checklists by trade category
- Configure fee structures and calculation rules

Trader

New License Application Workflow

Step 1: Basic Information

- Trade type (restaurant, shop, manufacturing, etc.)

- Trader's personal details:
  - Full name
  - Residential address
  - Phone number
  - Email address
- Trade/Business details:
  - Trade name
  - Premise address (geo-location enabled)
  - Trade phone number
  - Business description

Step 1A: Road Width Validation (NEW)

- System automatically fetches road width based on entered premise address or geo-location
- Integration with municipal GIS/road database
- Road width displayed for trader verification
- Road width used for license category determination and compliance validation

Step 2: Document Upload & Power Requirements

- Upload required documents:
  - Lease/Rental agreement or Ownership document
  - Electricity bill (latest)
  - Occupancy certificate
  - Additional documents based on trade type
- Specify power capacity requirements if applicable

Step 3: OTP Verification

- System sends OTP to registered mobile number via SMS
- Trader enters OTP to verify phone number
- OTP valid for 10 minutes

Step 4: Payment

- System displays calculated fee based on trade type, road width, and other parameters
- Two payment options:

Option A: Online Payment

- Pay via integrated payment gateway
- Payment modes: UPI, Google Pay, PhonePe, Paytm, Credit Card, Debit Card, Net Banking
- Download payment receipt immediately upon successful payment
- System generates unique transaction reference number

Option B: Bank Challan

- Download challan with unique reference number
- Pay at designated bank branches
- Upload challan copy after payment

Post-Submission

- System generates unique application number with permanent Trade License ID
- Application automatically assigned to appropriate Approver based on:
  - Trade type
  - Geographic location (ward/zone)
  - Approver's jurisdiction
- Trader receives confirmation SMS with application number
- Downloadable acknowledgement slip available

License Renewal

- Automated renewal reminders sent via SMS before expiry
- Simplified renewal workflow with pre-filled application data
- Retrospective payment option for expired licenses
- Document update option during renewal
- Same payment options as new applications

Modification Requests

- Request changes to existing license:
  - Change of trade type

- Power load modification
- Premise address change
- Business details update

- Modification routed to appropriate authority based on change type
- Approval timelines tracked and enforced
- Notifications sent on approval/rejection

Download Acknowledgement

Function: Download acknowledgement for paid application

- Enter application number
- System validates payment status
- Generate and download acknowledgement slip (PDF format)
- Acknowledgement includes: application number, date, trade details, payment reference, provisional license details

Reprint Payment Receipt

Function: Reprint online payment receipt

- Enter application number
- System validates payment method (online only)
- Generate and download payment receipt
- Receipt includes: transaction ID, amount, date, payment mode, application number

Track Application Status

Function: Check current application status

- Enter application number or permanent Trade License ID
- Display current status:
  - Payment Pending
  - Under Review
  - Inspection Scheduled
  - Inspection Completed
  - Pending Approval (Level 1/Level 2)

- Approved
- Rejected
- Provisional License Issued

- Show status history with timestamps
- Display approver comments (if any)
- Show expected timeline for completion
- Real-time updates on inspection scheduling

Approver

View and Process New Applications

Dashboard View:

- Real-time Inspector Dashboard for monitoring:
  - Renewals pending
  - Inspections scheduled
  - Pending applications
  - Overdue items
- List of applications assigned to the Approver
- Filter options: date range, status, trade type, ward
- Sort options: application date, status, priority
- Search by application number, trader name, or permanent Trade License ID
- Visual indicators for applications approaching deadline

Application Details View:

- Complete application information
- Road width data fetched from municipal system
- Uploaded documents (view/download)
- Payment details and receipt
- Application history/timeline
- Provisional license details (if issued)
- Integration data from GST, PAN, BESCOM, property tax systems

Actions Available:

If Application Falls Under Approver's Purview:

- **Approve:**
  - Add approval comments
  - System sends notification to trader via SMS
  - Application marked as "Approved - Pending Certificate Generation"
  - Final digitally signed PDF license auto-generated
- **Reject:**
  - Select rejection reason from predefined list
  - Add detailed rejection comments
  - System sends notification to trader with rejection reasons
  - Provisional license revoked (if applicable)

If Application Falls Under Senior Approver's Purview:

- **Forward with No Objection:**
  - Add comments/recommendations
  - Forward to designated Senior Approver
  - Automated notification sent

- **Forward with Objections:**

- List specific objections/concerns
- Add detailed comments
- Forward to designated Senior Approver

Enter Inspection Observations

Function: Record site inspection findings

- Select application from "Due for Inspection" list
- Complete inspection checklist (checklist varies by trade type)
- Each item marked as: Compliant / Non-Compliant / Not Applicable
- Add detailed observations (text notes)
- Upload inspection photos (optional but recommended)
- Record road width verification (cross-check with system data)
- Submit inspection report
- System timestamps and logs inspection completion
- Integrated Inspection Log tracks missed/delayed inspections and unresolved non-compliance

Reprint Receipt

Function: Reprint payment receipt for any application

- Search by application number or Trade License ID
- View payment details
- Generate and print receipt
- Useful for traders who visit office

Change Password

Function: Update login password

- Enter current password
- Enter new password (must meet security criteria)
- Confirm new password
- System validates and updates password

- Confirmation notification sent to registered SMS

Reports

Control Sheet

- Summary of applications by status
- Count of pending approvals, approved, rejected
- Filter by date range, trade type, ward
- Export to Excel/PDF

Applications Not Renewed for Specific Year

- Select year (e.g., 2024-2025)
- List of licenses that expired and were not renewed
- Trader contact details
- License details
- Export to Excel/PDF for follow-up actions

Ward-wise Detailed Trade License Report

- Select ward/zone
- Select date range
- Detailed list of all licenses in that ward
- Status, trade type, trader details
- Export to Excel/PDF

Occupancy and Compliance Report

- Occupancy statistics by ward and trade type
- Compliance status summary
- Collections and revenue tracking
- Export to Excel/PDF for reporting to GBA

New Trade License Certificate

- View approved license certificate
- Print digitally signed certificate on official letterhead

- Certificate includes: permanent Trade License ID, validity period, trade details, road width, compliance notes

Screens/Pages

List of Applications Due for Inspection

- Applications where payment is confirmed
- Awaiting site inspection
- Sorted by application date (oldest first)
- Highlighted overdue inspections
- One-click access to inspection checklist

Know the Application Status

- Quick search by application number or Trade License ID
- View current status and history
- Access application details

Know the Cancelled Application Status

- List of applications cancelled/withdrawn
- Cancellation reason
- Date of cancellation

List of Newly Added Applications

- Applications submitted in last 7 days
- Quick overview of pending workload
- One-click access to review

List of Rejected Applications

- All rejected applications
- Rejection reasons
- Filter by date range
- Useful for analysis and review

Trade License User Manual

- Download user guide (PDF)

- Step-by-step instructions for common tasks
- FAQ section

Senior Approver

Apply for Trade License Renewal (On Behalf of Trader)

Function: Assist traders who visit office for renewal

- Same workflow as trader renewal
- Can process on behalf of trader with proper authorization

View and Process Applications

Function: Review applications forwarded by Approvers

- Dashboard View: Real-time monitoring of applications forwarded for final approval
- List of applications assigned to Senior Approver
- Filter and sort options
- Inspection log review for compliance tracking

Application Details View:

- Complete application information
- Approver's comments and recommendations
- Inspection report (if completed)
- Documents and payment details
- Integration data (GST, PAN, BESCOM, road width)
- Complete application timeline
- Provisional license details

Actions Available:

- **Approve:**
- Final approval for license issuance
- Add approval comments
- Notifications sent to trader and Approver via SMS

- Digitally signed PDF license auto-generated , **Reject:**

Select rejection reason

- Add detailed rejection comments
- System sends notifications to trader and Approver
- Provisional license revoked

- **Send Back to Approver**:
  - Request additional information
  - Request re-inspection
  - Add specific queries/concerns
  - Set timeline for response

Enter Inspection Observations

Function: Same as Approver

- Senior Approvers may conduct inspections for high-value or complex applications
- Integrated inspection log maintained

Reprint Receipt

Function: Same as Approver

Change Password

Function: Same as Approver

Reports

Reports Available:

- Control Sheet (same as Approver)
- Applications Not Renewed for Specific Year (same as Approver)
- Ward-wise Detailed Trade License Report (same as Approver)
- Occupancy and Compliance Report
- Collections and Revenue Report

Screens/Pages

Screens Available:

- Know the Application Status
- Know the Cancelled Application Status
- List of Newly Added Applications
- List of Rejected Applications
- Applications Due for Inspection
- Trade License User Manual

System Features & Integrations

Notifications & Automation

- **SMS Notifications**: OTP delivery, Application submission, payment confirmations, status updates, urgent alerts, approvals, rejections, renewal reminders.
- **Automated Reminders**: Pre-expiry renewal reminders, pending inspection alerts, overdue approval notifications
- Provisional License: Instant issuance upon payment with 90-day verification period
- External Integrations
- Payment Gateways
- UPI (Google Pay, PhonePe, Paytm, etc.)
- Credit/Debit Cards
- Net Banking,
- Secure payment processing with transaction logging Automatic receipt generation Government/Municipal Systems
- GST Database: Verification of business registration
- PAN Database: Identity and tax verification
- BESCOM: Electricity connection validation
- Property Tax System: Property verification and validation
- Municipal GIS/Road Database: Automatic road width retrieval based on geo-location or address

Communication Services

- SMS Gateway API for notifications and OTP delivery

Data Migration

- Complete migration of all existing trade license records from legacy system
- User details and historical data migration
- Validation and error-checking during migration
- Migration status dashboard for administrators
- Rollback and correction mechanisms
- Data integrity checks and reporting

Security & Compliance

Data Protection

- Encryption of data at rest and in transit
- Adherence to municipal and national data protection standards
- Secure storage of documents and sensitive information

Authentication & Access Control

- Multi-factor authentication (MFA) for all users
- Role-based access control (RBAC)
- Secure account recovery mechanisms
- Session management and timeout controls

Audit and Monitoring

Comprehensive audit logs for all user and system actions

- Real-time monitoring of system performance
- Intrusion detection and prevention
- Regular security patches and updates

Reporting & Analytics

- Real-time dashboards for administrators and approvers
- Custom report generation (Excel/PDF export)
- Occupancy tracking and analysis
- Revenue and collections reporting to GBA
- Compliance monitoring and alerts
- Performance metrics and KPIs

Availability & Support

- Uptime SLA: 99.5% availability guarantee
- Backup & Disaster Recovery: Regular automated backups with tested recovery procedures
- Helpdesk Integration: User support portal and ticketing system
- User Training: Comprehensive training programs for all user types
- Documentation: User manuals, FAQs, and technical documentation

Non-Functional Requirements

Performance

- Mobile-responsive design for all devices
- Fast page load times (< 3 seconds)
- Scalable architecture to handle peak loads

Usability

- Intuitive, user-friendly interface
- Guided forms with inline help
-

Audit & Monitoring

- Accessibility compliance (WCAG guidelines)
- Multi-language support (as required)

Maintenance & Support

- Vendor should provide maintenance for 3 years post go-live
- Regular security patches and updates
- Performance monitoring and optimization
- Feature upgrades as per evolving requirements
- Annual Maintenance Charges (AMC) quoted separately

Timelines

- Demonstration: Working prototype within 3 weeks from work order date
- Final Launch: Complete system deployment within 30 days from work order date
- User Acceptance: User acceptance within 2 weeks from the deployment date
- Post-Launch: 3 years maintenance

Technology Stack Layer	Proposed Technologies	Rationale
Frontend	HTML, CSS, Bootstrap/Tailwind	Responsive UI, rapid development, modular components

(1) The servers needed for the purpose shall be deployed to the GBA Data Centre.

(2) The Agency shall present a complete solution needed to meet the Scope of Work as part of technical proposal and the same shall be evaluated as part of the technical evaluation.

(3) Should hand over all the source codes and regular patches, any update on the software to GBA on post go live and during maintenance.

2.2 Other Requirements

The system shall be reliable, responsive and sensitive

3 Pre-Qualification Requirements

#	Parameter	Pre-qualification description	Document required
1.	**Legal Entity**	The Bidder should be Company registered under the Indian Companies Act, 1956 or Private Limited or a Limited Liability Partnership Firm under Limited Liability Partnership Act 2008 at the time of bidding. And should have been operating for the last three years in India as onthe date of publishing of RFP notice (including name change / impact of mergers or acquisitions).	• Copy of Certificate of Incorporation • Copy of Registration Certificates and Company PAN card and GST details
2.	**Turnover**	Bidder should have a minimum average turnover of Rs. 15 lakhs per year from Information Technology services or Software Development work in the preceding three Financial years (2021-22, 2022-23 & 2023-24)	Extract of audited financial statements for the last 3 financial years along with a certificate from the CharteredAccountant as per Form 3
3.	**Blacklisting**	Bidder should not have been blacklisted by Govt. of India/ Govt. of Karnataka/Any State Government or any Govt Agency on the date of bid submission and also as on date of technical tender evaluation.	Certificate as per format in the RFP on company's letter head duly signed by company Secretary.
4.	**Local Office and Manpower**	The bidder shall have a local officer in Bengaluru or set up such an office before the award of the work.	Undertaking along with the address and such details by the authorizedsignatory as per Form 9
5.	**Certifications**	The bidder should have ISO 9001 certifications.	Certifications to be enclosed
6.	**Previous works**	The bidder should have experience of handling at least 2 software development projects in state government or Central Government IT or any private companies software development works.	Work order and satisfactory completion certificate or letter has to be enclosed.

4. Technical-Qualification Requirements

- The bidder shall give a detailed proposal covering full details of the proposed software development and attach the same as part of the technical bid. The bids without the detailed technical proposal shall be rejected at the technical evaluation stage itself as being technically unresponsive.
- THE FINANCIAL BID OR QUOTE SHALL NOT BE PUT ANYWHERE IN THE TECHNICAL PROPOSAL ELSE THE SAME SHALL LEAD TO SUMMARY REJECTION OF EVERY SUCH BID AT THE TECHNICAL STAGE ITSELF.
- Each bidder shall have to demonstrate the software. The bidders who fail to demonstrate their proposed solution successfully shall be rejected in the technical evaluation as technically unresponsive.
- The bidder should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.
- **All the formats prescribed in this RFP must be properly and fully filled up failing which the bid is liable to be rejected as un-responsive at the technical evaluation stage itself**.
- The bidder should not be blacklisted/terminated by any Government or Govt organization/ agency for unsatisfactory pastperformance, corrupt, fraudulent or any other unethical business practices or any other reason.

5 Service Level Requirements

The SLAs (Service Level Agreements) are classified into two categories:

a) Project Start-up SLAs and

b) Operational SLAs

The project start-up SLAs will apply until the software becomes operational. The operational SLA's specify the service levels to be adhered to post the Go-live of operations.

5.1 Project Start-up SLAs

Requirement: The following activities shall be completed and the Proposed software shall Go-live within T + 30 calendardays, wherein "T" refers to the date of issuance of Letter of Intent:

- Recruitment and training of Manpower (if any)
- Setting up of the *software* and everything needed for the delivery of the Scope of Work.
- Rollout of the Full Solution & Mock Run
- Go-live & start of the software.

Penalty

A penalty of Rs. 5,000 per day will be applied for each day of delay. GBA reserves the right to confiscate the full Bank Guarantee amount and terminate the contract when the delay is in excess of 30 calendar days beyond date of issue of the Letter of Intent.

5.2 Operational SLAs

5.2.1 Availability 24X7

Baseline Performance Requirement

portal shall be available for 98% of the time; no penalties are applicable when baseline requirements are met. 98% availability shall be calculated on a weekly basis. 24 hours per day. Means 24x7 = 168 hours per week. 98% availability means minimum availability of 164 hours in a week.

Lower performance

In case availability is between 90% – 98%, then Rupees 5,000 per day penalty will be deducted in the pending bills.

Breach

Availability is less than 90% but more than 80% then Rupees 10,000 per day penalty will be deducted in the pending bills.

Provided in case the availability is less than 85% cumulatively for 6 weeks in 5 months or for 4 weeks in a row, the GBA shall have the right to cancel the contract and forfeit the Performance Bank Guarantee.

Basis for measurement

Server logs

5.2.2 Percentage of Dash board Reports Not Submitted

Baseline Performance Requirement

< 10% of Reports due but NOT submitted = No penalties are applicable when other SLAs and Scope of Work are met.

Lower Performance

10% to 30% of Reports due but NOT submitted = 10% of monthly payable dues will be deducted as penalty

Breach

> 30% of Reports due but NOT submitted = 20% of monthly payable dues will be deducted as penalty

In case more than 30% reports are not submitted cumulatively for 4-months or continuously for 2-months then the contract shall be liable to be cancelled for breach and non-performance.

Basis for measurement

System logs

6 Bidding Process

a) This invitation for bids is open total Indian firms who fulfill pre-qualification criteria as specified in the various sub sections of this RFP.

b) Bidders declared by GoK or GBA or any Agency/PSU owned by any Govt to be blacklisted or ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.

c) Breach of general or specific instructions for bidding, general and special conditions of contract with GoK or any of its user organizations during the past 3 years may make a firm ineligible to participate in bidding process.

d) One company/entity can submit only one bid, and as single company/entity submitting more than one bid shall be disqualified and liable to be black-listed by the GBA.

e) Joint or Consortium Bids are NOT allowed.

f) Bidders are advised to study this Tender document carefully. Submission of Bid for the Project shall be deemed to have been done after careful study and examination of this document with full understandingof its implications

g) Bids shall be submitted in e-Procurement platform only (https://kppp.karnataka.gov.in) as per the bid submission timelines specified in the e-Procurement platform

6.1 Procedure for Submission of Bids

6.1.1 Tender Processing Fees and Download of Tender Document

Bidder can download the tender document (https://kppp.karnataka.gov.in) till the due-date and time for bid submission. Bidder shall pay the tender processing fees prescribed in the e-Procurement portal to participate inthis tender. The tender processing fees has to be paid through any of the four e-payment options in the portal:

- Credit Card
- Direct Debit
- Net Banking
- National Electronic Funds Transfer (NEFT)
- Over the Counter (OTC) – designated ICICI bank branches located across the country

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding payment, please refer to e-Procurement portal at the above-mentioned website or call e-procurement helpline +91 80 46010000, +91 8068948777

Note: It will be in the interest of the bidders to familiarize themselves with the e-Procurement system to ensure smooth preparation and submission of the tender documents.

6.1.2 Modes of Submission

All interested bidders shall pay the Tender Processing fee as mentioned in e-Procurement portal through any of the online payment modes. Bidders shall submit their Pre-qualification, Technical and Commercial RFP responses electronically using the unified e-Procurement platform. The e-Proc portal is available at: https://kppp.karnataka.gov.in

Companies/Bidders shall submit the tenders only through the unified e-Procurement system before the scheduled date and time for bid submission. Tenders submitted after the due date and time shall not be possible in eProcurement portal nor any such attempts will be considered and GBA will not be liable or responsible for any delays due to unavailability of the portal and theinternet link.

All the bid documents shall be filled by the bidder and submitted along with other bid documents. Incomplete and incorrect documents may be subject to rejection of the bid.

6.1.3 Bid Security or Earnest Money Deposit (EMD)

The bidder shall submit **EMD of Rs 37,500/-** in eProcurement Portal as per eGov Dept policy in this regard. All bids which fail to submit the requisite EMD shall stand technically disqualified in technical qualification. The e-Proc portal is available at https://kppp.karnataka.gov.in

6.2 Authentication of Bid

The response bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

6.3 Validation of interlineations in Bid

The bid shall contain no inter lineations, erasures or overwriting except as necessary to correct errors made by the Bidder,in which case such corrections shall be initialed by the person or persons signing the bid.

6.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by the GBA. The GBA will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

6.5 Clarification on Tender Document

The Bidder can get clarification on any doubts during Pre-Bid meeting on a scheduled date.

6.6 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the GBA, shall be written in English language. Any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly attested English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

6.7 Amendment of Tender

a) At any time prior to the last date for receipt of Bids, GBA, may, for any reason, whether atits own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.

b) The addendum/corrigendum will be uploaded on the e-Procurement website. The Bidders are requested to visit the website frequently to check for any amendments.

c) GBA may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

6.8 Bid Validity Period

6.8.2 Period of Validity of Bids

Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribed by the GBA. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

6.8.3 Extension of Period of Validity

In exceptional circumstances, the GBA may request the Bidder(s) for an extension of the period of validity. The request and the responses shall be made in writing.

6.8.4 Modification and Withdrawal of Bids

The Bidder may modify or withdraw its bid after the bid's submission strictly as may be allowed in the eProcurement Portal and not otherwise. No modifications or withdrawal of the bid after the last date of bid submission is permitted.

6.9 Contacting the GBA

6.9.2 Contact by Writing

No bidder shall contact the GBA on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the GBA, it should be done in writing. All the queries and clarifications shall have to be raised as per the deadline prescribed for the Pre-Bid queries and answered accordingly. The bidders are obliged to attend the Pre-Bid meeting for the benefit of better understanding of the RFP.

6.9.3 Rejection of Bid

Any effort by a Bidder to influence the GBA in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder’s bid.

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6.10 GBA's Right to Vary Scope of Contract at the time of Award

- The GBA may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified within 25% variation in terms of quantity and costs.
- If any such change causes an increase or decrease in the cost of or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the GBA'schanged order.

6.11 GBA's Right to Accept Any Bid and to reject any or All Bids

- The GBA reserves the right to accept any bid and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the GBA's action.
- The GBA reserves the right to negotiate the commercials with the selected Bidderand seek revised commercial bid.

6.12 Notification of Award

6.12.2 Notification to Bidder

Before the expiry of the period of validity of the proposal, the GBA shall notify the successful Bidder in writing by registered letter or by fax or by email, that its bid has been accepted. The Bidder shall acknowledge in writing the receipt of the notification of award in the form of a Letter of Intent and shall send his acceptance thereof within seven (7) days of receiving of the notification.

6.12.3 Signing of Contract

The notification of the award shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement. At the same time as the GBA notifies the successful Bidder that its bid has been accepted, the GBA will send the Bidders the Proforma for Contract, incorporating all agreements between the parties. Within 3 days of receipt of the Contract, the successful Bidder shall sign the Contract and return it to the GBA.

6.12.4 Discharge of Bid Security (EMD)

Upon the declaration of the bid winner, GBA shall promptly request the Bid Winner to provide Performance Bank Guarantee, which shall be submitted within 14 days of the notification of the award. On receipt of Performance Bank Guarantee, the bid security of all technically qualified bidders will be released. Provided that the Bid Security of bidders found technically rejected will be refunded immediately upon technical rejection of the bid. The Performance Bank Guarantee to be submitted by the Bid winner shall be 5% of the Annual Bid Value of the Contract as per rates quoted by the bid winner.

6.12.2 Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

6.13 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the GBA with such penalties as specified in the Bidding document and the Agreement.

6.14 Bank Guarantee for Contract Performance

- Within a 14-days of the receipt of notification of award from the GBA, the successful Bidder shall furnish the performance guarantee at the rate of 5% of the bid amount, in the Contract Performance Guarantee Bond provided in the Annexure to this RFP.

6.15 Rejection Criteria

Apart from failing to technically qualify in the bid as per Pre-Qualification Requirements cited in this RFP, bids may be rejected under following circumstances:

6.15.2 Pre-Qualification cum Technical Rejection Criteria

6.15.2.1 If the information provided by the Bidder is found to be incorrect / misleading at any stage/time during the Tendering Process.

6.15.2.2 Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.

6.15.2.3 Bids without signature of person (s) duly authorized on required pages of the bid

6.15.2.4 Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

6.15.2.5 Failure to furnish proofs for information provided.

6.15.2.6 Technical Bid containing commercial details. Bidders shall ensure that commercial documents are scanned and uploaded in the slots specified in e-Procurement platform.

6.15.2.7 Revelation of Prices in any form or by any reason before opening the Commercial Bid.

6.15.2.8 Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.

6.15.2.9 Failure to furnish proofs for information provided

6.15.2.10 Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum(if any) and any subsequent information given to the Bidder.

6.15.2.11 Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.

6.15.2.12 The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

6.15.2.13 If the bid does not conform to the timelines indicated in the bid.

6.15.3 Commercial Rejection Criteria

6.15.3.1 Incomplete Price Bid

6.15.3.2 Price Bids that do not conform to the Tender's price bid format and are unclear or ambiguous.

6.15.3.3 Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

6.16 Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sales Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, GST etc. The GBA will not take any responsibility towards this.

6.17 Liquidated Damages

Subject to clause for Force Majeure if the bidder fails to complete the assignment in compliance to the RFP) before the scheduled completion date or the extended date or if agency repudiates the Contract be for completion of the Work, the GBA at its discretion may without prejudice to any other right or remedy available tothe GBA the Contract, forfeit the entire performance bank guarantee submitted by the agency,apart from blacklisting of the agency for further participation in any of the tenders of the GBA.

Any such recovery or liquidated damages shall not in any way relieve the agency from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

6.18 Termination of Contract

Agency shall adhere to all the requirements of RFP and shall comply with the Non-Disclosure Agreement (NDA) and Non Sharing Agreement (NSA) to ensure data privacy. Any violations / non-compliance of any of the contract conditions will entail termination of the contract without prejudice to the rights of the GBA with such penalties as specified in theRFP and the Agreement. Upon such termination, GBA will have the right to forfeit the entire performance bank guarantee submitted by the agency, further GBA reserves the right to blacklist the agency for further participation in any of the tenders of the GBA.

Upon termination, GBA will have the right to put in place any other agency for carrying out the remaining enrolment work.

Where a change of management of the Agency has occurred whereby the Agency company has merged, amalgamated or been taken over, due to which the majority shareholding of the Agency has been transferred to another entity, and in case requirements for the Agency set out in the RFP are not complied with, the GBA can by a 30(Thirty)days written notice, terminate this Agreement and such notice shall become effective at the end of the notice period.

GBA reserves the right to terminate the contract citing no reasons whatsoever upon issuance of one month's notice.

6.19 Force Majeure

a) Neither Party to this Agreement or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other party directly to the extent and for the duration of any cause beyond the reasonable control of the Party unable to perform ("Force Majeure") events such as but not limited to acts of God not confinedtothepremisesofthePartyclaimingtheForceMajeure,flood,drought,lightningorfire,earthquakes, strike, lock-outs beyond its control, labor disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor toeither Party shall entitle such Party to claim Force Majeure under this Article.

b) The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defence with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.

   In the event the Force Majeure substantially prevents, hinders or delays the Agency's performance of Services necessary for project's implementation or the operation of Project's critical businessfunctions for a period in excess of 3 days, the GBA may declare that an emergencyexists.

c) However, when the situation arising out of force Majeure comes to amend in the assess ment of GBA, the Agency shall resume normal activities under this agreement immediately. If GBA considers it necessary, may grant an extension of time to the Agency for resumingnormal activities under this agreement .If the Agency does not resume normal activities immediately or within the extended period, if any, granted by the GBA, the GBA will have the option toinvoke the Performance Guarantee, levy liquidated damages, obtain substitute performance from analternate supplier at the cost of Agency and/or terminate this Agreement.

d) Notwithstanding the terms of this Article, the failure on the part of the Agency terms under the RFP to implement any disaster contingency planning, insurance coverage and back-up and other data safeguards in accordance with the terms of the RFP or this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

7 Evaluation of Technical and Commercial Proposal

7.1 Opening of Pre-Qualification and Technical Bids

The Tender Scrutiny Committee of the GBA will do technical evaluation of the bids. The committee would evaluate both Pre-qualification cum Technical bids based on the details provided in the RFP and the committee may seek the bidders to make a technical presentation on a specified date and time. Decision of the committee would be final and binding upon all the Bidders. As a part of the technical evaluation, each bidder shall demonstrate the portal and prove its capacity to achieve the deliverable benchmarks and requirements especially the performance as prescribed in the Scope of Work. The Bids failing to demonstrate the working software at their own costs as part of the technical evaluation shall be rejected as technically non-responsive bids.

The commercial proposal of ONLY those bidders who are found pre-qualified and also technically qualify will be opened.

7.2 Financial Evaluation

The Commercial Bids of only the technically qualified bidders will be opened for evaluation. The bidder will be decided based on L1 criteria. L1 will be calculated as per the explanation given in the commercial bid format. The bid with the lowest total price (i.e. the all-inclusive price) will be awarded the contract as per format below.

Sl No	Item Details	Quantity	Tenure or Extent of Contract	Bidding Unit	Toal Price (in Rupees) inclusive of all taxes and GST
1	Trade Licensing system by designing, developing, implementing, and maintaining a new portal that streamlines the issuance of new licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities. The existing system is to be completely redeveloped from scratch, including migration of all current trade license data to the new platform and maintenance for 3 years	1	3	LUMPSUM	
2	Annual Maintenance charges for 4th year	1	1	LUMPSUM	
3	Annual Maintenance charges for 5th year	1	1	LUMPSUM	
4	Annual Maintenance charges for 6th year	1	1	LUMPSUM	
5	Annual Maintenance charges for 7th year	1	1	LUMPSUM	
Grand TOTAL					

8 Award of Contract and its Execution

a. Lowest quoted rates in the financial bid and the conformity to the requirements specified in the RFP shall be the basis for awarding the contract.
b. GBA reserves the right to negotiate with the L1 (lowest) bidder.
c. The Agency is bound to submit any clarification/additional documents that GBA may request and same should be furnished within the specified timelines. The cost incurred by the bidders towards application/clarifications or discussions/conference shall be borne by the bidders and GBA in no case will be responsible or liable for such costs irrespective of the outcome ofthe process.
d. The successful firm/organization shall not further outsource the assignment to other individual/firms/organizations and if found so, the contract shall be deemed to be cancelled and this shall also lead to blacklisting of the Agency.
e. Confidentiality: The Agency and the manpower hired shall not at any time, communicate to any person or entity any confidential information acquired in the course of providing the services and thereafter except when specifically, so directed by GBA. These winner agency shall sign NDA (Non- Disclosure Agreement) and Non Sharing Agreement (NSA) with GBA.

9 Payment Terms

a) The item no 1, shall be paid 85% of the award cost within 60 days after the successful GO LIVE of the system. Remaining 15% will be released, after completion of each year (5% per year).

b) Bills for item 2,3, 4,5, shall be paid 75% of the bill amount to the Agency by the 60 days of the bill submission. The remaining 25% will be paid after the successful completion of maintenance for 12 months, subject to achievement of SLA's and successful delivery of the Scope of Work. In this regard unless the GBA in writing informs of failure of the delivery of a Scope of Work within 30 days of the completion of a month, the same shall be deemed to have been successfully delivered for the month.

c) Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract.

d) Payments shall be inclusive of all taxes as applicable

e) Should there be a requirement for extension of services; payments shall be made as per the terms and conditions of the initial contract.

10 Liability Clause

Liability arising out of any legal conditions shall survive the term of the contract

11 Contract Validity

The tender validity will be for a period of 3 years. Provided that the service is satisfactory, GBA may extend it by one more year at a time subject to maximum of 4 years' extension, on the same terms and conditions and at a rate finalized in the tender However, GBA reserves the right to terminate the contract at any-time as per this RFP.

12 Arbitration Clause

This clause is deleted.

13 ANNEXURES

Format 1:

Bid Letter on the Letterhead of the Bidder

To
CHO PH,
GBA

Corporation Circle
Bengaluru -560001

Sir,

Subject: proposal for Design, development, implement, and maintaining a new web portal that streamlines the issuance of new Trade licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities for Greater Bengaluru Authority and it's five city corporations.

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail all the bidding documents in respect to the "Design, development, implement, and maintaining a new web portal that streamlines the issuance of new Trade licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities for Greater Bengaluru Authority and it's five city corporations]", do hereby propose to provide our services as specified in Tender.

1) Technical Response

We confirm having submitted the information as required by you in your Request for Proposal document. This is enclosed in Section -- to Section -- of our technical bid. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

2) Deviations

We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary any-where else in our bid:

- Statement of Deviations on technical, commercial and terms and conditions.

Further, we agree that additional conditions, if any, found in the bid documents, other than those stated in deviation schedule, shall not be given effect to.

3) Performance Bank Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in the RFP.

4) It is hereby declared that we/I unconditionally accept the terms & conditions of this RFP and having read the same commit to abide by the same.

5) Validity of this Bid

We agree to abide by this tender response for a period of 90 days from the date of submission of the bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and GBA.

We undertake, if our proposal is accepted, to adhere to the implementation plan for the Proposed System at GBA put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and GBA or its appointed representatives. <<Bidder NAME>> has an office in the Bengaluru and number of employees work in this office. Relevant address proof is enclosed.

Authorized SignatoryName of Signatory:

Bidder Name:

Bidder Address
for
Correspondence

Date

Place

FORMAT 2:
EXPERIENCE/TURNOVER INFORMATION

Total turnover of the bidder during the preceding 3 years

Financial year	Turnover out of software solutions	Total Turnover in INR (Rs. In Lakhs)
2021-22		
2022-23		
2023-24		

This is to certify that information above is correct as per our duly Audited Financial Statements and the same are attached herewith.

Seal and Signature of
the Authorized person

Note:

Bidder shall upload documents supporting the information furnished along with Index and summary in excel, year wise as per below format.

Year:

Sl. No	Work Order No	Date	Details of Product supplied	Supplied To	Amount

Note: GBA reserves the right to obtain additional information at the time of technical evaluation.

FORMAT 3
COMPANY CONTACT INFORMATION FOR COMMUNICATION

THIS INFORMATION IS NEEDED IN CASE IT IS FOUND NECESSARY TO COMMUNICATE REGARDING THIS TENDER

SL NO.	ITEM DESCRIPTION	DETAILS
1	Business Name of the company and its Registered office address	
2	Postal address of the bidder for correspondence	
3	Name of the authorized Representative and designation who is uploading this RFP tender bids	
4	(a) E-mail- id (b) Alternate email –id	
5	(a) Contact Number (b) Alternate contact number	
6	Bidder enclose Information of the Corporate/ Regional/ authorized offices list (Additional Sheet shall be enclosed endorsing the Address and Contact Details of each Centre)	

Seal and Signature of
the Authorized Person

Format 4
Certificate from Statutory Auditor for Financial Capacity of the Tenderer

(To be submitted on the Letterhead of the Statutory Auditor)

To

CHO, PH
GBA, Corporation Circle
Bengaluru – 560 002

Sub: **Financial Capacity of the Tenderer**

Ref: Tender No _____ dated _____ of GBA on above subject

Sir,

We have verified the relevant statutory and other records of M/s_____[Name of the Tenderer],and certify that the Average Annual Turnover for the last three completed financial Year is as follows: (Rs._____)

Turnover (Rs._____)			
Financial Year [2023-2024]#	**Financial Year [2022-2023]**	**Financial Year [2021-2022]**	**Average Annual Turnover**

In case financial statement for the Financial Year 2023-24 has not been filed then the Turnover for the Financial Year 2020-21 may be submitted and will be considered.

This certificate is being issued to be produced before [Name of the Purchaser], for the ["Procurement of Goods and related services for_____"].

Place:
Date:
UDIN:

Signature and Seal of the Statutory Auditor
clearly indicatinghis/her membership number

FORMAT 5

UNDERTAKING & INFORMATION ON BLACKLISTING _____

(On the letter head of the firm)

Sl. No.	Information	Details	Remarks
1	Was the consultant firm ever blacklisted by any Government/ Non-Government/ Organization/ Institution/Funding Agency in the last 10 years.		

This is to certify that the information given above is true and that the undersigned bidder company/agency is not blacklisted by any Government or Government owned agency/organization which is valid or subsisting as on today.

Authorized Signature:
Name & Title of signatory:
Name of Firm:
Contact Number
Registered Address of Company
Correspondence Address

FORMAT 6

Additional Instructions as to filling up of the Technical Bid

1. The bidder shall submit a detailed technical write up and details proposed.
2. The bidder shall give a presentation, in addition to the demo, about portal and its proposes as part of the technical bid evaluation and explain its working.

Format 7: Commercial Bid form

PRICE BID SHALL BE ONLY FILLED IN eProcurement Portal

Price Bid Format – ONLY TO AID FILLING UP IN eProcurement Portal

DO NOT SEPARATELY UPLOAD AS SCAN IN THE TENDER

Sl No	Item Details	Quantity	Tenure or Extent of Contract	Bidding Unit	Toal Price (in Rupees) inclusive of all taxes and GST
1	Trade Licensing system by designing, developing, implementing, and maintaining a new portal that streamlines the issuance of new licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities. The existing system is to be completely redeveloped from scratch, including migration of all current trade license data to the new platform and maintenance for 3 years	1	3	LUMPSUM	
2	Annual Maintenance charges for 4th year	1	1	LUMPSUM	
3	Annual Maintenance charges for 5th year	1	1	LUMPSUM	
4	Annual Maintenance charges for 6th year	1	1	LUMPSUM	
5	Annual Maintenance charges for 7th year	1	1	LUMPSUM	
Grand TOTAL					

Format 8: Performance Bank Guarantee from a Scheduled Bank

FOR PERFORMANCE GUARANTEE

Ref.No. Bank Guarantee No

Dated

To

CHO PH, GBA
Corporation Circle,
Bengaluru-560 001

1. Against contract vide Advance Acceptance of the Tender covering "Tenderfor ……..." (hereinafter called the said 'contract') entered into between the GBA, (hereinafter called the Purchaser) and_____(hereinafter called the Bidder) this is to certify that at the request of the Bidder we_____Bank Ltd., are holding in trust in favour of the Purchaser, the amount of 5% of the bid value to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree tha the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been cause or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We_____Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment inall respectso the said contract by the Bidder .e.till_____hereinafter called the said date and that if any claim accrues or arises against us_____Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given

to us_____Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____BankLtd, undertakenottorevokethisguaranteeduringitscurrencywithouttheconsent in writing of the Purchaser.
4. WeundertaketopaytothePurchaseranymoneysodemandednotwithstandinganydisputeordisputesraised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
5. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Bidder shall have no claim against us for making such payment.
6. We_____Bank Ltd, further agree that the Purchaser shall have thefullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____Bank Ltd., shall not be released from our liability under this guarantee by reason of any suchvariation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESSNO.1

(Signature)

Full name and official
Address (in legible letters)

WITNESS NO. 2

(Signature)

Full name and official
Address (in legible letters)

Authorized Bank Representative

(Signature)

Full name, designation and
address (in legible letters)with Bank stamp

Attorney as per power of
Attorney No.....
Dated…….

---.

Format 9: Undertaking on litigation (S)

This is to certify that << COMPANY NAME >> is not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date:

Place:

FORMAT 10

EMD Declaration

I, hereby submit a declaration that the tender submitted by the undersigned, on behalf of the tenderer.....(Name of the Tenderer), shall not be withdrawn or modified during the period of validity or extended period of validity.

I, on behalf of the tenderer ..... (Name of the Tenderer), also accept the fact that in case the tender is withdrawn or modified during the period of its validity/extended validity period or if we fail to sign the contract in case the contract is awarded to us or we fail to submit a Performance Bank Guarantee and Additional Performance Security, if any, before the deadline fixed in the Tender Document, ` qw3ethen.....(name of the tenderer)will be debarred for participation in thetendering process for the Procurements of this Procurement Entity for a period of two years from the date of default and the EMD shall stand forfeited.

(Signature of the Authorised Signatory,
Official Seal)